

LEGISLATIVE COUNCIL POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Administrative Secretary
AGENCY: Legislative Corrections Ombudsman
SALARY SCHEDULE RANGE: E
STATUS: Full-time

GENERAL DESCRIPTION OF POSITION:

The employee in this position performs a diverse range of administrative support tasks to ensure the Legislative Corrections Ombudsman (LCO) office operates efficiently and effectively. Individual serves as liaison to a variety of internal and external customers. This employee is the LCO's initial contact for receiving complaints. Processes incoming mail and telephone calls, and routes materials to appropriate staff. Maintains confidential records, files, and computerized databases, and composes memos, correspondence and other reports. Work is performed under limited supervision, reporting directly to the Ombudsman and serving as a team member involved in achieving agency goals.

EXAMPLES OF WORK:

- Serves as office receptionist by receiving incoming telephone calls and greeting visitors to the LCO office. Provides information, screens calls and visitors, and routes to the appropriate individual.
- Maintains database and case tracking system of complaints received. Assigns case number and coordinates materials associated with each case. Identifies common trends, issues and opportunities and communicates to Ombudsman.
- Undertakes records management and filing duties associated with the administration of information generated or received by the office. Maintains various files of corrections materials, including policies, procedures, and case records.
- Performs a variety of clerical tasks to assist with office management, including typing and editing confidential reports and correspondence, photocopying, faxing, preparing mailings and informational brochures, maintaining various statistical files, and arranging for office supplies.
- Makes travel arrangements for staff according to LSB and DTMB travel procedures. Coordinates with LSB Business Office to prepare pre-travel forms.
- Coordinates LCO purchasing function for travel and office supplies. Enters purchase orders into LSB accounting system.

- Verifies employee time and attendance records and serves as the LCO timekeeper. Responds to staff questions on DCDS.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Demonstrated knowledge of modern office administration procedures and systems related to record keeping, filing, use and operation of standard office equipment, including telephone, photocopier, facsimile machine, etc.
- Excellent oral and interpersonal skills, demonstrating the ability to interact with diplomacy and professionalism and promote a positive public image.
- Ability to follow complex oral and written instructions and work with minimum supervision.
- Ability to provide administrative support at an executive level.
- Ability to use correct spelling, English usage and sentence structure, grammar and punctuation skills.
- Ability to comfortably use intermediate functions of Microsoft Word and database programs.
- Excellent written communication skills, with the ability to prepare a variety of written documents and materials.
- Ability to organize and coordinate assignments, manage workflow, prioritize and establish deadlines, and work under pressure.
- Ability to deal with matters of a sensitive and highly confidential nature.
- Demonstrated initiative to improve office operations to achieve outcomes. Ability to anticipate needs and be a flexible and effective team member.
- Ability to learn and use internal software programs, including employee self-service, customized software case tracking and purchasing systems, and DCDS.
- Ability to maintain highly favorable public relations with co-workers and external customers.
- Ability to work in a team environment and exhibit a high level of positive interpersonal skills.
- Ability to exhibit a high level of customer service skills.

- Ability to accurately proofread documents.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- High school graduate or possession of a GED Certificate required; some college coursework preferred.
- Three years' secretarial/clerical experience in an office setting required.
- Intermediate-level experience in the use of personal computers, including proficiency in Microsoft Word, spreadsheets, and database use, required.
- Excellent oral and written communication skills required.
- Must be organized, with strong attention to details.
- Equivalent combination of education and experience is acceptable.

NECESSARY SPECIAL REQUIREMENTS:

Must be willing and able to work overtime as required, including evenings, holidays and weekends.

March 9, 2015